

# You are invited to attend a Non Violent Crisis Refresher class

## Why it is important

This course reinforces the nonviolent crisis intervention techniques demonstrated in the initial course as follows:

- Review recognition of warning signs that allow for early intervention.
- Demonstrate verbal and nonverbal techniques to avoid a violent confrontation.
- Review personal safety techniques that can minimize injury if physically assaulted.

## Who should attend?

This course is required for team members in the following departments: emergency, behavioral health, CSSO, and public safety. Team members not working in these areas may take “z3624 De-escalation Techniques”.

## Prerequisite

Participants must have previously completed the “Non Violent Crisis Initial” (course code 1610).

## Class dates, times, and locations

**Tuesday, March 29, 8:30 a.m. to 1 p.m.**

Mid-Town Medical Plaza  
Basement, Clinical Education Classroom 2  
1918 Randolph Rd  
Charlotte, NC 28207

**Tuesday, March 29, 8:30 a.m. to 1 p.m.**

Novant Health UVA Health System  
Prince William Medical Center  
Medical Office Building 1  
4th Floor Conference Rooms A & B  
8650 Sudley Road  
Manassas, VA 20110



## Objectives

The information shared in this course will help you to:

- Identify useful nonverbal techniques for controlling disruptive behavior.
- Identify verbal techniques used to de-escalate verbal acting out.
- Demonstrate physical principles of personal safety techniques to avoid client and team member injury if behavior escalates to a physical level.
- Provide the best care and welfare for individuals in your facility.
- Develop team intervention strategies.

Register through I-Learn by browsing for: **1612 Non Violent Crisis Refresher**. After registering, you will receive a confirmation email for the event with further details.